

Lower caseloads (2),

Other suggestions: direct referral to deafblind specialist, streamline purchasing/accountability procedures, improve response time for specialist referrals and adjustment to blindness training, individualize evaluation process, allow aide to work with more than one customer.

#### Provide training for staff (9) and clients (9)

Staff training to include: information on other disabilities and medical information on diseases of the eye, how to identify resources.

Client training to include: community college courses on job finding, provide training in the home community that includes workshops (job seeking, adjustment to blindness), on the job training at DSB rehab center,

#### Financial (16)

Increase funding for case services and travel (10), purchase technology (4), provide transportation (2), housing,

#### Public relations and outreach (11)

List SWB and DSB offices in every phone book (2), provide public service announcements, and place DSB literature in every eye doctor's office.

#### Other suggestions

Collaborate (6) with other agencies to fill in missing gaps or services.

Expand services (6).

Improve employment related services (5) such as talk with employers on a regular basis, and evaluate and provide training for persons for those career matches.

Provide technology (3).

Provide transportation (2).

Expectations and respect (2) *Hold the client more accountable for their actions. They are given too much services for them not to be held accountable for participating in their own rehab case.*

*Staff need to throw out the excuses of both consumers and DSB staff that have accumulated from the past and begin by treating consumers with respect and*